

CONSUMER AND FAMILY HANDBOOK

A Guide to Mental Health Services

CRISIS SERVICES

Clark County Crisis Line

If you are a Medicaid eligible consumer call:
1-800-626-8137

If you are **NOT** a Medicaid eligible consumer
call: (360) **696-1925**

24 hours a day/7 days a week

Professional counselors will answer your call.
Access to all languages.

FOR 24 HOUR CRISIS SERVICES

If you are a Medicaid eligible consumer call 1-800-626-8137.

If you are **not** a Medicaid eligible consumer call (360) 696-9560.



proud past, promising future

CLARK COUNTY
WASHINGTON

Dear Consumer or Family Member:

Welcome to Clark County Regional Support Network's Prepaid Inpatient Health Plan (PIHP). The PIHP covers both inpatient and outpatient mental health services. This handbook is designed to help you navigate Clark County's Mental Health system so that you can be prepared to participate fully in your recovery. We have included information concerning all of the available provider agencies, how the system works, your rights as a consumer of mental health services, and where to go if you need additional information.

This handbook has been created by consumers, family members and advocates in Clark County to help you on your journey to recovery.

Remember...

"A journey of a thousand miles begins with the first step."



FOR ALTERNATIVE FORMATS

Clark County ADA Office
V (360) 397-2025; TTY (360) 397-2445
ADA@clark.wa.gov

FOR 24 HOUR CRISIS SERVICES

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ACKNOWLEDGEMENT OF RECEIPT AND UNDERSTANDING

I have received a copy of the Consumer and Family Handbook from my provider, and understand that it contains information on how to access and utilize the Clark County Mental Health System, as well as my rights and responsibilities as a consumer.

Consumer Name (printed)

Date

Consumer Signature

TEAR AND REMOVE ALONG DOTTED LINE

FOR 24 HOUR CRISIS SERVICES

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GLOSSARY (*continued*)

NAMI	National Alliance for the Mentally Ill
OCA	Office of Consumer Affairs (part of MHD)
PAVE	Parents are Vital in Education
PIHP	Prepaid Inpatient Health Plan
QA	Quality Assurance
QRT	Quality Review Team
RCW	Revised Code of Washington
RSN	Regional Support Network
RTF	Residential Treatment Facility
SED	Serious Emotional Disorder
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income
Tx	Treatment
TTY	Telephone services provided for people who are hard of hearing or deaf. (aka TDD)
WAC	Washington Administrative Code
WPAS	Washington Protection and Advocacy System

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GLOSSARY

AA	Alcoholics Anonymous
BD	Behavior Disorder
CDMHP	County Designated Mental Health Professional
CHINS	Children in Need of Services
CLIP	Children's Long-term In-patient Program
CPS	Children's Protective Services
CRC	Crisis Residential Services
CSTC	Child Study and Treatment Center
CWS	Child Welfare Services
CVAB	Consumers Voices are Born
DASA	Division of Alcohol and Substance Abuse
DCSC	Department of Community Services and Corrections
DDD	Department of Developmental Disabilities
DSHS	Department of Social and Health Services
DSM-IV	Diagnostic and Statistical Manual (4 th Edition)
DVR	Department of Vocational Rehabilitation
EPSDT	Early Periodic Screening, Diagnosis & Treatment
ESD	Educational Service District
FRS	Family Reconciliation Services
HMO	Health Maintenance Organization
IEP	Individual Education Plan
ITA	Involuntary Treatment Act
ITC	Individualized and Tailored Care
JRA	Juvenile Rehabilitation Administration
MCO	Managed Care Organization
MHD	Mental Health Division of DSHS
MHP	Mental Health Professional

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FOR 24 HOUR CRISIS SERVICES

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TERMS YOU SHOULD KNOW WHEN USING THIS GUIDE

PIHP – Prepaid Inpatient Health Plan – A lump sum of money from the state and federal governments, otherwise known as Medicaid, given to the Clark County Regional Support Network to provide inpatient and outpatient mental health services to consumers.

RSN – Regional Support Network – A department of Clark County’s Department of Community Services, the RSN is responsible for managing the Medicaid mental health money that comes into our community. This is done by prioritizing how the money is spent through public policy decisions.

Ombudsman - The Ombudsman provides complaint, resolution, support, information and referral services for Medicaid mental health consumers in Clark County.

FOR 24 HOUR CRISIS SERVICES

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SUPPORT GROUPS *(continued)*

Addictions Victorious
(360) 254-9430

Agoraphobia/Anxiety Disorders Support Group
(503) 413-7348

Autism Society of Washington
(360) 694-2244

Domestic Violence Support Group
(360) 696-0167 or (360) 695-0501

Down Syndrome Parent Support Group
(360) 694-1284

Emotions Anonymous (EA)
(503) 240-6064

Grief and Bereavement Support Group
(360) 696-5100 or (360) 696-5120

Parent to Parent Support Program (ARC-Disabilities)
(360) 254-1562

Parents Again – Grandparents Raising Grandchildren Support Group (360) 695-1325

Sexual Assault Support Group (male/female, all ages)
(360) 696-0167

Support Group for Adults with Disabilities
(360) 694-6790

Triple Point
(360) 695-1325

FOR 24 HOUR CRISIS SERVICES

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SUPPORT GROUPS

Consumer Voices are Born

(360) 695-5012
317 E 39th Street
Vancouver, WA 98663

CVAB is a consumer-run organization that provides support and companionship for other mental health consumers. The warm line is for consumers to call with pre-crisis needs.

Depressive/Manic Depressive Association

(360) 686-3496

This consumer-run organization provides education and support for people suffering from Depression and Bi-Polar Disorder. The local DMDA group meets each month at the SWMC Education Center. Call for dates and times of the meetings.

National Alliance for the Mentally Ill

(360) 695-2823
317 E 39th Street
P.O. Box 5353
Vancouver, WA 98668

This is an advocacy group that provides education and support to families of mental health consumers. Call for schedule of meetings.

Office of Consumer Affairs

Mental Health Division of DSHS

(800) 446-0259

The OCA provides information and advocacy for consumers throughout Washington State.

FOR 24 HOUR CRISIS SERVICES

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WHO IS ELIGIBLE FOR PIHP MENTAL HEALTH SERVICES?

The Prepaid Inpatient Health Plan is available to any Clark County resident who requires mental health services and has Medicaid.

WHAT WILL THE SERVICES COST?

If you have Medicaid, there is no charge to you for the services you receive.

Prior authorization from Clark County RSN is not required to access emergency services.

FOR 24 HOUR CRISIS SERVICES

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If you are **not** a Medicaid eligible consumer call (360) 696-9560.

HOW DO I APPLY FOR MEDICAID?

You can contact the following social service agencies to apply for benefits:

Social Security Administration – www.ssa.gov

Federal Building
6615 E 4th Plain Blvd, Suite 200
Vancouver, WA 98661
(360) 696-7519
1-800-772-1213
(360) 696-7561 local TTY calls only

Office hours:

Monday – Friday 8:00am-4:00pm

Department of Social and Health Services (DSHS)

Columbia River Community Services Office
Town Plaza Business Center
5411 E Mill Plain Blvd., Building No. 1
Vancouver, WA 98661
(360) 759-2800 Switchboard
(877) 980-9180 Customer Service Center
(360) 696-6344 TTY
(360) 696-6406 Fax

Switchboard hours:

Monday – Friday 8:00am-5:00pm, excluding State Holidays.

Office hours:

Monday – Friday 7:00am-5:00pm, excluding State Holidays.

FOR 24 HOUR CRISIS SERVICES

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WHAT ARE THE OTHER CLARK COUNTY RESOURCES I CAN USE? *(continued)*

Home and Community Services

(360) 397-9500

Long Term Care Ombudsman

(360) 694-6577

Nursing Home Patient Abuse and Neglect

(800) 562-6078

Senior Assistance

(360) 694-8144 or (800) 752-9422

Senior Nutrition and Activities Program (SNAP)

East County (360) 835-8321

Vancouver (360) 696-8158

Wellness Clinic

(360) 798-2918

Information and Referral

Additional information regarding housing, medical, legal, transportation, community groups and support groups can be accessed in Clark County:

- By calling 211
- On the Information and Referral website: www.irccv.org

FOR 24 HOUR CRISIS SERVICES

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If you are **not** a Medicaid eligible consumer call (360) 696-9560.

WHAT ARE THE OTHER CLARK COUNTY RESOURCES I CAN USE?

Vocational

Clearview Employment Services
Columbia River Mental Health Services
PO Box 1337
Vancouver, WA 98666
(360) 737-2801
Hours: Mon-Fri 8:30 a.m. to 5:00 p.m.

Older Adult Services

Adult Protective Services
(360) 397-9500

Alzheimer's Association
(800) 733-0402

Area Agency on Aging for SW Washington
(360) 694-6577

Battle Ground Senior Center
(360) 687-5312

Camas Senior Center
(360) 834-5307

Home and Community Services
(360) 397-9500

WHAT SERVICES ARE COVERED UNDER THE PIHP?

The mental health provider network includes agencies who provide the following services:

- Emergency/Crisis Intervention
- Assessment and Evaluation
- Case Management
- Inpatient Treatment
- Hospital Diversion Services
- Group Therapy
- Family Counseling
- Individual Therapy
- Medication Management
- Peer Support
- Mental Health Services in Residential Settings
- Supported Employment*
- Respite Services
- Community Training
- Language Interpretive Services

*Not provided for those who are on the waiting list at the Division of Vocational Rehabilitation (DVR).

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HOW DO I ACCESS THE SERVICES I NEED?

If you are experiencing a **crisis**, you should immediately:

- ❖ Call your doctor or therapist; or
- ❖ Contact one of the following crisis lines.

Clark County Crisis Line

If you are a Medicaid eligible consumer call (800) 626-8137
*If you are **NOT** a Medicaid eligible consumer call (360) 696-9560*
TTY (360) 696-1925

You may also go to the Emergency Room at SW Washington Medical Center at the following address:

SW Washington Medical Center Emergency Department
400 NE Mother Joseph Dr.
Vancouver, WA
(360) 514-2064

If you feel you need **non-emergency** Mental Health Services and want to see a therapist, you may:

1. Call or visit the mental health agency of your choice listed in this brochure.
2. **Call Clark County Behavioral Health Services toll free at 1-800-410-1910 or 360-397-2130** to receive a referral to a Mental Health agency. The Care Management staff can help determine which agency provides the best service for your specific needs.

FOR 24 HOUR CRISIS SERVICES

If you are a Medicaid eligible consumer call 1-800-626-8137.
If you are **not** a Medicaid eligible consumer call (360) 696-9560.

CONFIDENTIALITY RIGHTS

No one can obtain information about your treatment history without your permission if you are thirteen (13) years old or older.

You can obtain copies of your clinical records at any time by requesting them from the Customer Service Representative of your mental health agency (there may be a duplication fee involved).

However, in order to have someone else view your records, you must sign a written release that is valid for ninety (90) days, expressly giving your permission for your records to be released.

- ❖ Information about you and the services you receive is confidential. State and federal laws protect your privacy.
- ❖ You can sign a release giving permission for your mental health worker to discuss your care with others.
- ❖ You may choose what information can be shared.
- ❖ You can choose which persons or facilities get your information.
- ❖ You can withdraw your consent at any time.
- ❖ Under certain circumstances the law lets service providers give limited information about you. This is to protect you from hurting yourself or others.

If you are a family member or friend of a person enrolled in services, you do not have access to your loved one's records, but you can provide information. That is, the mental health care worker cannot tell you anything without permission, but they can listen. Mental health professionals can also give you general information about your loved one's illness.

FOR 24 HOUR CRISIS SERVICES

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If you are **not** a Medicaid eligible consumer call (360) 696-9560.

WHAT IF I'M NOT SATISFIED WITH THE SERVICES I RECEIVE? *(continued)*

The entire process, from the written request for grievance up to the Request for Fair Hearing (if necessary), will not exceed 30 days. If you file a grievance verbally and you need help writing it, you may refer to the Ombudsman for help.

- ❖ You will be notified in writing of the reason for any decision regarding your grievance and the right to request a Fair Hearing.
- ❖ You can request a Fair Hearing when the grievance concerns eligibility, enrollment, or the medical necessity for services and when:
 - The grievance decision is adverse to you.
 - The RSN does not respond, in writing, within thirty (30) days from the date the grievance was submitted in writing; or
 - The RSN denies an enrolled recipient urgently needed community mental health rehabilitation services and the enrolled recipient files a grievance in writing.
- ❖ You may receive a confidential satisfaction survey from Clark County. Your voluntary feedback will help improve the services you receive.

A complaint is an **informal**, verbal or written expression of concern with your mental health services.

A grievance is a **formal** procedure for resolving a problem with your mental health services.

FOR 24 HOUR CRISIS SERVICES

If you are a Medicaid eligible consumer call 1-800-626-8137.
If you are **not** a Medicaid eligible consumer call (360) 696-9560.

IS THERE TRANSPORTATION ASSISTANCE AVAILABLE?

You may be able to get free transportation to your appointments if you receive medical coupons and have trouble getting around.

To see if you qualify call:

Medicaid Transportation

Monday to Friday

8:00 a.m. to 5:00p.m.

(360) 694-9997

(800) 752-9422 outside Clark County

WHAT IF I TRAVEL OUTSIDE OF CLARK COUNTY?

We understand that you may travel or visit other parts of the country.

Clark County RSN will cover only Emergency Psychiatric Services. Anytime you receive Emergency Psychiatric Services outside of Clark County, the clinician or hospital providing the emergency services should **contact Clark County Behavioral Health Services at 1-800-410-1910 as soon as possible** to discuss your circumstances and service needs.

FOR 24 HOUR CRISIS SERVICES

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PARTICIPATING CLARK COUNTY PROVIDER AGENCIES

The staff at these agencies have a wide range of specialties, including working with children, ethnic minority populations, older adults, as well as individuals who are deaf, blind or have HIV. If the mental health center you initially select does not provide a specific service you need, you may be referred to another agency that does provide the service.

Crisis Services

Crisis services are available 24 hours a day, seven days a week by calling the following phone numbers:

Clark County Crisis Line

If you are a Medicaid eligible consumer call: (800) 626-8137

If you are **NOT** a Medicaid eligible consumer call: (360) 696-9560

TTY: (360) 696-1925

Through either of these numbers *Crisis Intervention Specialists* are available to provide support, assessments and in-home stabilization for residents of all ages. *County Designated Mental Health Professionals* are available to provide on-going consultation and assessments for voluntary and involuntary hospitalizations.

CMCO-Children's Mobile Crisis Outreach

The Children's Mobile Crisis Outreach Program is a 24-hour crisis intervention and outreach program for Clark County children and adolescents (under age 18) and their families. If you have questions regarding CMCO, please call their office at (360) 993-3000 and ask for the Children's Mobile Crisis Outreach Program. If you are in a crisis, call the Clark County Crisis Line at (800) 626-8137.

FOR 24 HOUR CRISIS SERVICES

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If you are **not** a Medicaid eligible consumer call (360) 696-9560.

WHAT IF I'M NOT SATISFIED WITH THE SERVICES I RECEIVE?

- ❖ Contact the agency directly with your complaint. Each agency has a Customer Service Representative who can assist you if you have a question, concern or complaint about your services.
- ❖ Contact the Mental Health Ombudsman to help resolve your complaint.

Mental Health Ombudsman

1610 C Street, Suite 201, P.O. Box 5000

Vancouver, WA 98666-5000

(360) 397-6465, Toll Free: 1-877-397-6465

TTY: (360) 397-6065

Hours: Mon- Fri 8:00 a.m. to 5:00 p.m.

Contact Clark County Behavioral Health Services to help you resolve it at (360) 397-2130. All efforts will be made to resolve your complaint at the lowest level possible within 10 days. If you are not successful at resolving your complaint, you can file a grievance with the provider or the RSN. If you file grievance, you can expect the following:

- Full records of the grievance will be kept in confidential files, separate from your case file for five years from the completion of the grievance process.
- Any person you choose can help you.
- Ombudsman staff will be available to help you throughout the entire process.
- Retaliation, formal or informal, will not occur.

FOR 24 HOUR CRISIS SERVICES

If you are a Medicaid eligible consumer call 1-800-626-8137.

If you are **not** a Medicaid eligible consumer call (360) 696-9560.

WHAT DO I NEED TO KNOW ABOUT MY MEDICINE?

- ❖ Take **ONLY** the medicine your doctor prescribes for you.
- ❖ Know the side effects of your medicine. Call your doctor's office right away, if you have any odd side effects. **DON'T WAIT.**
- ❖ If you have medicine from more than one doctor, tell your doctor's office about **ALL** of your medicines.
- ❖ Before you take "over the counter" medicines, ask your doctor if they are safe to take.
- ❖ Take your medicines as your doctor tells you to, not how you think they should be taken. Feel free to discuss with your doctor methods that work for you.
- ❖ Be aware that some foods or drinks should not be used with your medicines.
- ❖ Alcohol and street drugs **DO NOT** mix with your medicines. Mixing alcohol and street drugs with some of your medicines will cause dangerous side effects and **YOU MAY DIE.**
- ❖ Remember to give your medicine time to work.
- ❖ Order your medicine refills **BEFORE** you run out. Plan ahead a week or more.
- ❖ Do not take anyone else's medicine.
- ❖ Report any changes you feel to your doctor.

WHAT IF I'M NOT SATISFIED WITH MY THERAPIST OR DOCTOR?

You have the right to change your primary care provider (doctor, counselor, case manager, therapist) or provider agency as follows:

- ❖ One time during a calendar year for any reason.
- ❖ For subsequent changes during the calendar year, only for documented good cause.
- ❖ By notifying the provider of the desired change and the reason for the desired change.

FOR 24 HOUR CRISIS SERVICES

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PARTICIPATING CLARK COUNTY PROVIDER AGENCIES

SW Washington Medical Center

Memorial Health Center (360) 514-2000
PO Box 1600
3400 Main Street
Vancouver, WA 98668
(360) 514-2244 – TTY (ask for specific program)

Inpatient Psychiatric Unit (360) 696-5044
The psychiatric inpatient unit is designed for short stays, typically involving medication management, occupational therapy, group therapy, one-on-one sessions with psychiatric nurses, psychiatrists and other staff, and discharge planning.

Residential Services

Elahan Place (360) 253-6019
7415 NE 94th Ave.
Vancouver, WA

Provides adult residential rehabilitation and treatment services and crisis respite beds.

FOR 24 HOUR CRISIS SERVICES

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If you are **not** a Medicaid eligible consumer call (360) 696-9560.

PARTICIPATING CLARK COUNTY PROVIDER AGENCIES

Outpatient Services

Mental Health Northwest (360) 906-8336
1601 E 4th Plain Blvd, Bldg. A-8
Vancouver, WA 98668
(360) 695-9690 – Fax

Hours: Mon – Wed 8:00 a.m. to 7:00 p.m.
Thursdays 8:00 a.m. to 6:30 p.m.
Fridays 8:00 a.m. to 4:30 p.m.

Programs include, Program of Assertive Community Treatment (PACT), as well as several grants for providing services to the homeless; HUD and PATH.

Southwest Washington Medical Center

Memorial Health Center (360) 514-2000
PO Box 1600
3400 Main Street
Vancouver, WA 98668
(360) 514-2244 – TTY (ask for specific program)

ADAPT Program (360) 696-5300
Hours: Mon – Fri early morning to late afternoon

Southwest Washington Medical Center's ADAPT program is an alternative for hospitalization when a person does not need 24 hour care, but needs a more intensive program for a brief period of time.

FOR 24 HOUR CRISIS SERVICES

If you are a Medicaid eligible consumer call 1-800-626-8137.
If you are **not** a Medicaid eligible consumer call (360) 696-9560.

WHAT IS INVOLUNTARY HOSPITALIZATION?

You can be hospitalized against your will if you are:

- ❖ A danger to yourself.
- ❖ A danger to others.
- ❖ Gravely disabled (unable to provide for your own food, clothing or shelter because of a mental disorder).

The law requires:

- ❖ That you cannot be held over 72 hours (not including weekends and holidays) without a court order.
- ❖ Additional legal action is required to continue any involuntary hospitalization.
- ❖ That you are provided legal representation for free.

If you feel that you:

- ❖ Should be hospitalized, but cannot get the services authorized, or
- ❖ Are in need of help with your rights,

You can call – or have someone call for you:

Mental Health Ombudsman at (360) 397-6465,
toll free 1-877-397-6465.

WHAT WILL HAPPEN AT MY FIRST APPOINTMENT?

Your initial appointment (assessment) with one of the mental health agencies will help identify your mental health needs. You will work with a clinical therapist to help you begin to develop specific goals and types of services that will be most beneficial. This process could result in referrals to other agencies in the community to address additional problem areas

FOR 24 HOUR CRISIS SERVICES

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WHAT ARE MY RESPONSIBILITIES AS A CONSUMER?

You are responsible for:

- ❖ Keeping your mental health provider informed of your current address and phone number.
- ❖ Presenting your medical coupon, or insurance information, as requested.
- ❖ Arriving on time for your scheduled appointments.
- ❖ Providing prior notice, 24-hour if possible, for any cancellations.
- ❖ Rescheduling any canceled appointment.

What is “Informed Consent”?

Informed Consent is when you agree to a medicine or treatment after you have been told all the details about it. You will be advised of:

- ❖ All of the expected outcomes from the treatment.
- ❖ Possible side effects.
- ❖ Any alternate therapy available.

Making an informed decision requires that you know all the facts so that you can decide if this proposed treatment is good for you. After getting all the facts, you have the right to refuse any proposed treatment.

FOR 24 HOUR CRISIS SERVICES

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If you are **not** a Medicaid eligible consumer call (360) 696-9560.

PARTICIPATING CLARK COUNTY PROVIDER AGENCIES

Children’s Center

(360) 699-2244

415 W. 11th Street
Vancouver, WA 98660
(360) 699-1900 TDD
Hours: Mon – Fri 8:00 a.m. to 5:00 p.m.
Tues & Wed extended hours

Children’s Center utilizes a solution-focused treatment model to address a wide variety of problems, from crises at home or school to major psychiatric disorders. The agency’s approach is family centered. Therapists are positive and non-judgmental; they focus on family strengths and individual competencies. Parents are invited to participate in all aspects of their children’s treatment and in the service planning process.

Children’s Home Society of Washington

(360) 695-1325

309 W. 12th Street
Vancouver, WA 98660
Hours: Mon – Fri 9:00 a.m. to 5:00 p.m.

Children’s Home Society is a statewide, private, non-sectarian, not-for-profit organization serving children and families. Children’s Home Society is a licensed mental health agency, providing child and family counseling in addition to an array of family support services.

FOR 24 HOUR CRISIS SERVICES

If you are a Medicaid eligible consumer call 1-800-626-8137.
If you are **not** a Medicaid eligible consumer call (360) 696-9560.

PARTICIPATING CLARK COUNTY PROVIDER AGENCIES

Columbia River Mental Health Services (360) 993-3000
6926 E. Fourth Plain Blvd.
Vancouver, WA 98666
(360) 993-3003 New Appointments, (360) 993-3250 Crisis TDD
Columbia River Mental Health Services serves children, adults and aging adults. Treatment includes child and family counseling, residential resources, psychotherapy, case management, hospital alternatives services, vocational/educational services, dual diagnosis, and recovery services.

Catholic Community Services (360) 567-2211
9300 NE Oak View Dr., #B, 2nd Floor
Vancouver, WA 98662

Catholic Community Services Family Preservation is a non-profit program that provides crisis stabilization and wrap around services to children and adolescents with a wide variety of mental health issues. The agency's value in supporting the family and building a team is family-centered, strength based and team-driven. Staff is available to families on a 24 hour/7 day a week basis.

Family Solutions (360) 695-0115
1104 Main Street #500
Vancouver, WA 98660

Family Solutions' mission is to provide the highest quality, most comprehensive services possible to children and families. Many of the staff of Family Solutions, in addition to being clinically licensed, are adoptive parents, guardians or adoptees, and one has been in foster care. Staff members are knowledgeable, understanding and very supportive of families. They are committed to a team-oriented, strengths-based approach in their agency structure, with families and children, and in their own lives.

FOR 24 HOUR CRISIS SERVICES

If you are a Medicaid eligible consumer call 1-800-626-8137.
If you are **not** a Medicaid eligible consumer call (360) 696-9560.

WHAT ARE MY RIGHTS AS A CONSUMER? *(continued)*

- ❖ Refuse any proposed treatment.
- ❖ Receive care which does not discriminate against you and is sensitive to your gender, race, national origin, language, age, disability, and sexual orientation.
- ❖ Be free of any sexual exploitation or harassment.
- ❖ Review your clinical record and be given an opportunity to make amendments or corrections.
- ❖ Receive an explanation of all medicines prescribed, including expected effects and possible side effects.
- ❖ Confidentiality.
- ❖ Make an advance directive, stating your choices and preferences regarding your physical and mental health treatment if you are unable to make informed decisions.
- ❖ Appeal any denial, termination, suspension, or reduction of services and to continue to receive services at least until your appeal is heard by a fair hearing judge.
- ❖ If you are Medicaid eligible, receive all services that are medically necessary to meet your care needs. In the event that there is a disagreement, you have the right to a second opinion from a provider within the Regional Support Network about what services are medically necessary.
- ❖ Lodge a complaint with the Ombudsman, Regional Support Network, or provider if you believe your rights have been violated. If you lodge a complaint or grievance, you shall be free from any act of retaliation. The ombudsman may, at your request, assist you in filing a grievance.

File a complaint if you have reason to believe your rights have been violated. If you file a complaint or grievance, you will not lose service, suffer discrimination or be mistreated.

FOR 24 HOUR CRISIS SERVICES

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If you are **not** a Medicaid eligible consumer call (360) 696-9560.

WHAT IF I AM DENIED MENTAL HEALTH CARE?

(continued)

You may also file a complaint or grievance with the agency, Clark County DCS or the Mental Health Ombudsman. (Forms are available at each agency.)

Clark County continually works with experts to assure that the highest clinical standards are followed in providing your mental health services. These methods are those which research supports as being the best to take care of your specific mental health condition.

Clark County RSN will not be responsible for any public mental health services that are not authorized.

WHAT ARE MY RIGHTS AS A CONSUMER?

As a consumer of mental health services you have rights and responsibilities that come with your services. The following are your rights as provided by Washington State law:

You have the right to:

- ❖ Be treated with respect, dignity, and privacy.
- ❖ Develop a plan of care and services that meets your unique needs.
- ❖ The services of a certified language or sign language interpreter and written materials and alternate format to accommodate disability consistent with Title VI of the Civil Rights Act. Access to these services from any of the PIHP provider network is free of charge.
- ❖ Use any hospital or other setting for emergency care.

FOR 24 HOUR CRISIS SERVICES

If you are a Medicaid eligible consumer call 1-800-626-8137.

If you are **not** a Medicaid eligible consumer call (360) 696-9560.

FAMILY RESOURCE CENTERS

Children's Home Society of Washington (360) 695-1325

Vancouver Family Resource Center

309 W. 12th Street

Vancouver, WA 98660

Hours: Mon – Fri 9:00 a.m. to 5:00 p.m.

Children's Home Society of Washington (360) 687-7126

North Clark County Family Resource Center

701 E. Main Street

Battle Ground, WA 98604

Hours: Mon – Fri 8:00 a.m. to 5:00 p.m.

Children's Home Society of Washington (360) 835-7802

East County Family Resource Center

1702 "C" Street

Washougal, WA 98671

Hours: Mon, Wed and Fri: 9:00 a.m. to Noon

Tues: 11:00 a.m. to 7:00 p.m. (closed Noon to 1:00)

Thurs: 9:00 a.m. to 5:00 (closed Noon to 1:00)

Children's Home Society of Washington is a family resource center and a statewide, private, non-sectarian, not-for-profit organization serving children and families. Programs recognize the importance of working with families for the sake of their children. Every family is the "right kind" of family if it provides a safe, nurturing place for its children.

FOR 24 HOUR CRISIS SERVICES

If you are a Medicaid eligible consumer call 1-800-626-8137.

If you are **not** a Medicaid eligible consumer call (360) 696-9560.

WHAT INFORMATION SHOULD I HAVE AVAILABLE WHEN I CALL?

- ❖ Your date of birth.
- ❖ Your address.
- ❖ Name, address and phone number of your medical provider.
- ❖ The exact appointment date(s) and time(s).

WHAT SHOULD I TELL MY DOCTOR?

- ❖ All the medicines you've taken previously that have worked or not worked.
- ❖ What your goals for recovery are.
- ❖ What success you've achieved and want to maintain.
- ❖ What side effects you want to avoid.
- ❖ Coping skills you have learned, or want to learn, to minimize your need for medicines.

WHAT SHOULD I ASK MY DOCTOR?

Take a list of questions with you. Don't be afraid to ask your doctor any questions you may have. Here are some suggestions:

- ❖ What is my diagnosis?
- ❖ How did you determine my diagnosis?
- ❖ What kind of medicines are you giving me?
- ❖ Why are you giving me these medicines?

FOR 24 HOUR CRISIS SERVICES

If you are a Medicaid eligible consumer call 1-800-626-8137.
If you are **not** a Medicaid eligible consumer call (360) 696-9560.

WHAT SHOULD I ASK MY DOCTOR? *(continued)*

- ❖ How long should I wait before I decide it's not working?
- ❖ What are the side effects of this medicine?
- ❖ What does side effect mean?
- ❖ How can this affect me?
- ❖ Could I have a list of all my medicines?
- ❖ What should I tell my other doctors?
- ❖ Will this medicine be OK to take with my other medicines?
- ❖ Will I get better on this medicine?
- ❖ What else can I do to get better?
- ❖ What should I do if I forget to take my medicine?

WHAT IF I AM DENIED MENTAL HEALTH CARE?

Your first conversation with an intake counselor will help determine if you are eligible. Only services covered by the PIHP are available to Medicaid eligible consumers. If you are denied services, you will receive a written notice. If you still feel you are eligible, you may have your case reviewed by:

1. The Customer Service Representative at the agency where you are receiving services.
2. The Quality Manager at Clark County Behavioral Health Services (360) 397-2130.
3. The Clark County Ombudsman at (360) 397-6465, toll free 1-877-397-6465.

FOR 24 HOUR CRISIS SERVICES

If you are a Medicaid eligible consumer call 1-800-626-8137.
If you are **not** a Medicaid eligible consumer call (360) 696-9560.